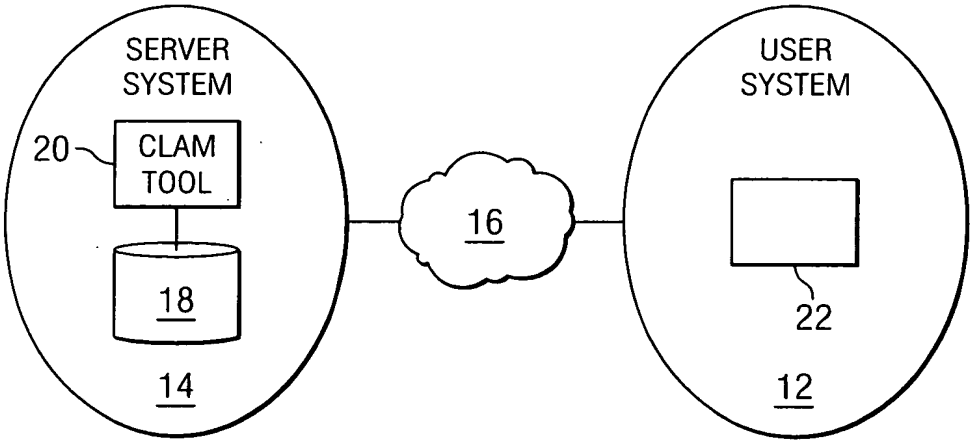

SERVER
SYSTEM
20
CLAM
TOOL
18
14
16
USER
SYSTEM
22
12
10

FIG. 1

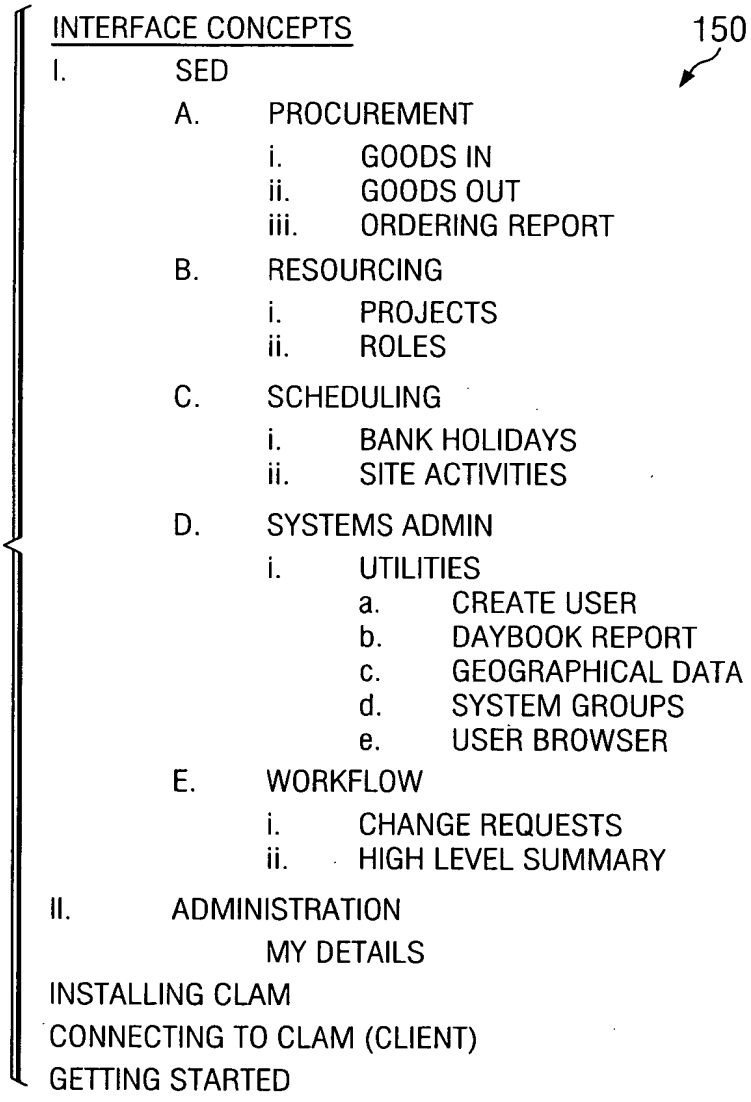

INTERFACE CONCEPTS
150
I. SED
A. PROCUREMENT
i. GOODS IN
ii. GOODS OUT
iii. ORDERING REPORT
B. RESOURCING
i. PROJECTS
ii. ROLES
C. SCHEDULING
i. BANK HOLIDAYS
ii. SITE ACTIVITIES
D. SYSTEMS ADMIN
i. UTILITIES
a. CREATE USER
b. DAYBOOK REPORT
c. GEOGRAPHICAL DATA
d. SYSTEM GROUPS
e. USER BROWSER
E. WORKFLOW
i. CHANGE REQUESTS
ii. HIGH LEVEL SUMMARY
II. ADMINISTRATION
MY DETAILS
INSTALLING CLAM
CONNECTING TO CLAM (CLIENT)
GETTING STARTED

FIG. 4

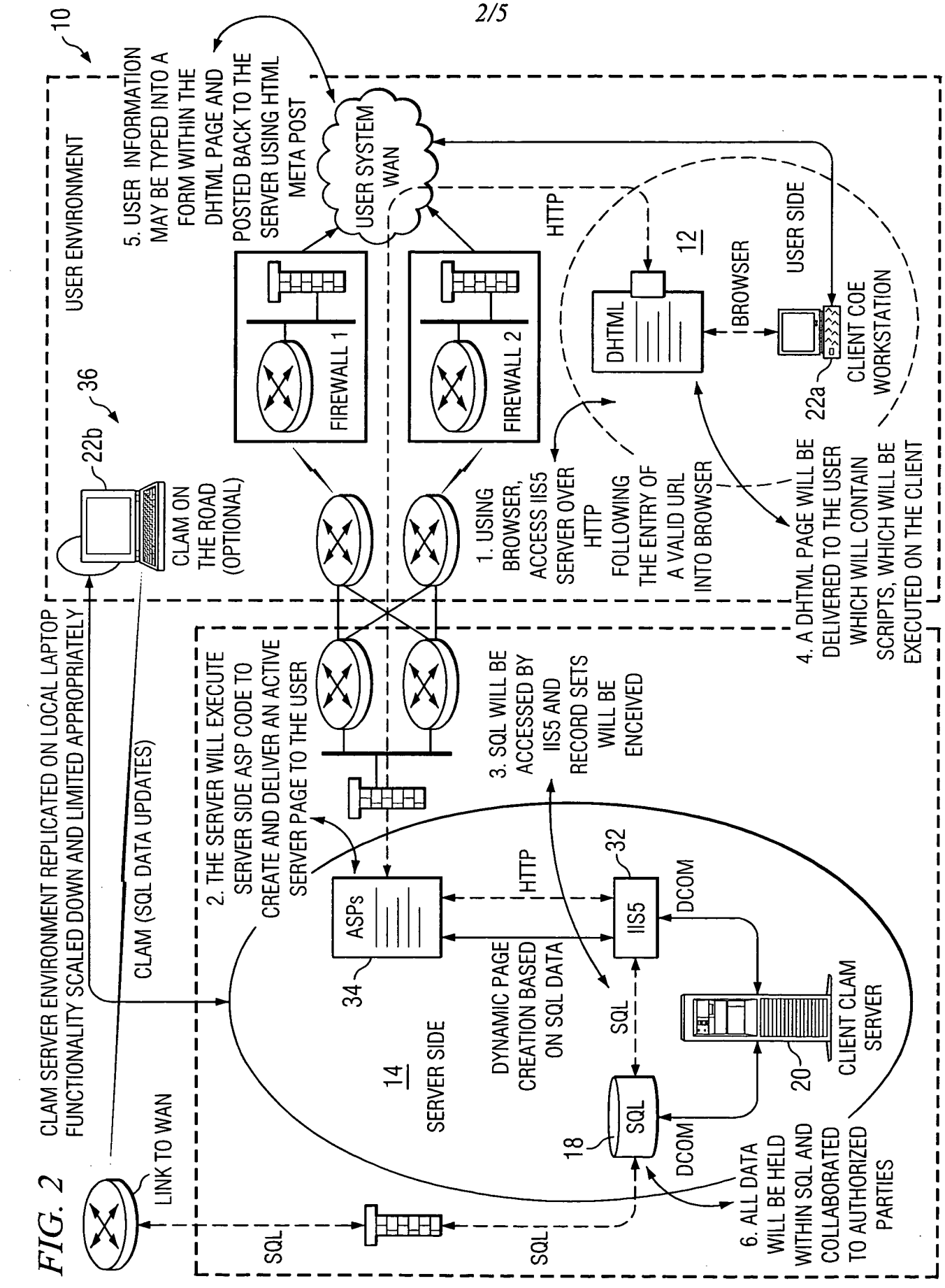

10
USER ENVIRONMENT
5. USER INFORMATION MAY BE TYPED INTO A FORM WITHIN THE DHTML PAGE AND POSTED BACK TO THE SERVER USING HTML META POST
USER SYSTEM WAN
HTTP
USER SIDE
12
DHTML
BROWSER
CLIENT COE WORKSTATION
22a
FIREWALL 1
FIREWALL 2
36
22b
CLAM ON THE ROAD (OPTIONAL)
1. USING BROWSER, ACCESS IIS5 SERVER OVER HTTP FOLLOWING THE ENTRY OF A VALID URL INTO BROWSER
4. A DHTML PAGE WILL BE DELIVERED TO THE USER WHICH WILL CONTAIN SCRIPTS, WHICH WILL BE EXECUTED ON THE CLIENT
CLAM SERVER ENVIRONMENT REPLICATED ON LOCAL LAPTOP FUNCTIONALITY SCALED DOWN AND LIMITED APPROPRIATELY
CLAM (SQL DATA UPDATES)
2. THE SERVER WILL EXECUTE SERVER SIDE ASP CODE TO CREATE AND DELIVER AN ACTIVE SERVER PAGE TO THE USER
3. SQL WILL BE ACCESSED BY IIS5 AND RECORD SETS WILL BE ENCEIVED
ASPs
34
HTTP
32
IIS5
DCOM
DYNAMIC PAGE CREATION BASED ON SQL DATA
SQL
14
SERVER SIDE
18
SQL
DCOM
20
CLIENT CLAM SERVER
LINK TO WAN
SQL
SQL
6. ALL DATA WILL BE HELD WITHIN SQL AND COLLABORATED TO AUTHORIZED PARTIES

FIG. 2

CONCEPTS

100

I. ADMINISTRATION
- A. GROUPS
- B. SYSTEM USERS
- C. USER RIGHTS
- D. GEOGRAPHIC DATA
- E. ATTRIBUTE MAPPING

II. COLLABORATION
- A. NEWS
- B. FORUMS
- C. KNOWLEDGE BASE
- D. REPOSITORY

III. ESTATE
- A. EQUIPMENT
  - i. ASSETS
  - ii. LOAN EQUIPMENT
  - iii. LICENSES
  - iv. ORDERING
  - v. STOCK
  - vi. GOODS MOVEMENT
- B. SITE MAPPING
  - i. SITE
  - ii. BUILDINGS
  - iii. WORK AREAS
  - iv. LOCATION POINTS
  - v. FACILITIES MANAGEMENT

IV. IMAC
- A. ADDING PRODUCTS OR SERVICES
- B. REMOVING PRODUCTS OR SERVICES
- C. OFFICE MOVES

V. ORGANIZATION
- A. DOMAINS
- B. GROUPS
- C. ROLES
- D. MEMBER OF STAFF
- E. BUSINESS STREAM

VI. RESOURCING
- A. SITE ACTIVITIES
- B. SITE ACTIVITY PLAN
- C. SKILLS MATRIX
- D. RESOURCE TEAMS
- E. BANK HOLIDAYS
- F. SECURITY CLEARANCE
- G. PROJECTS

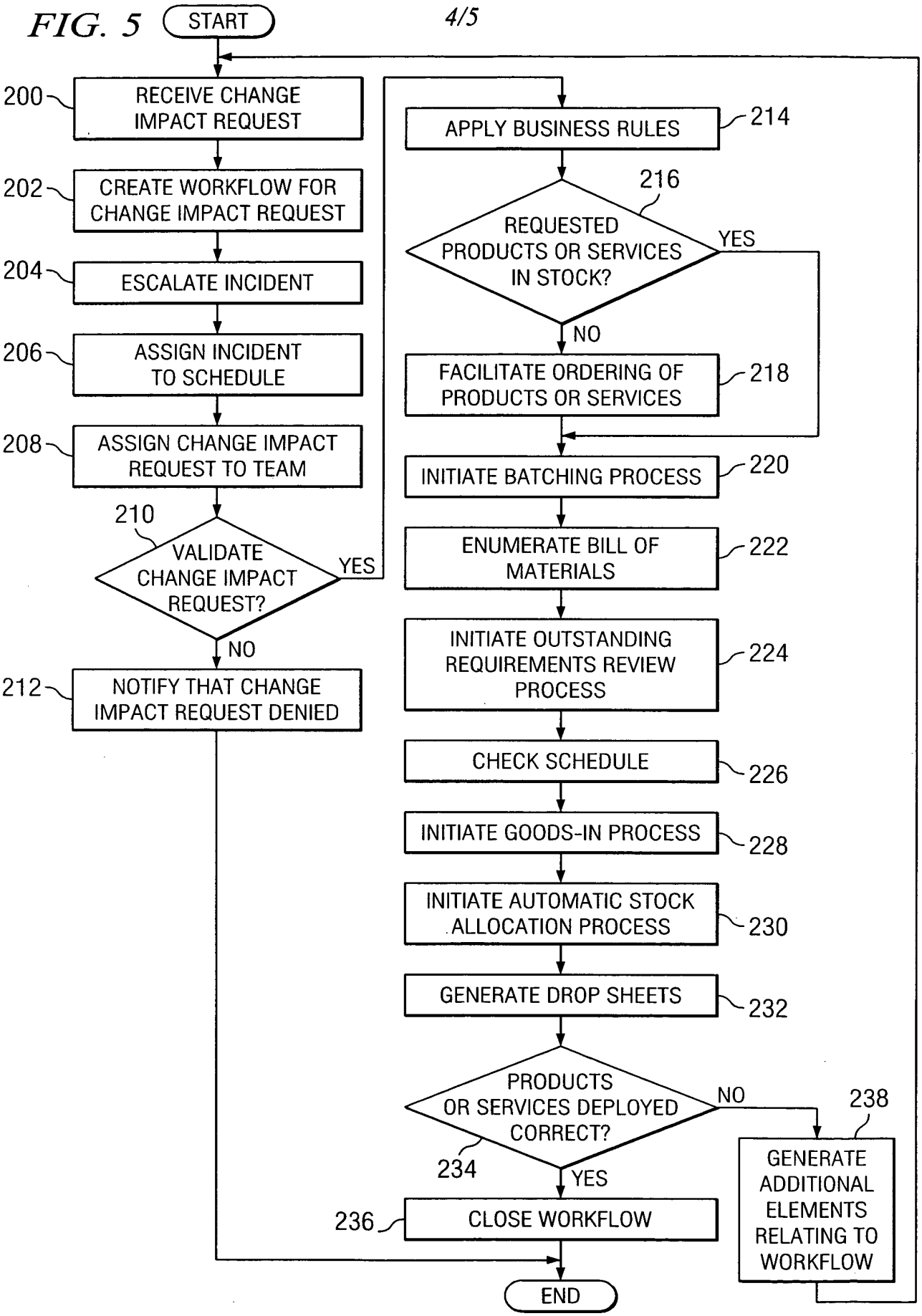
VII. SERVICES
- A. PRODUCT CATALOGUE
- B. SERVICE LIST
- C. CATEGORIES

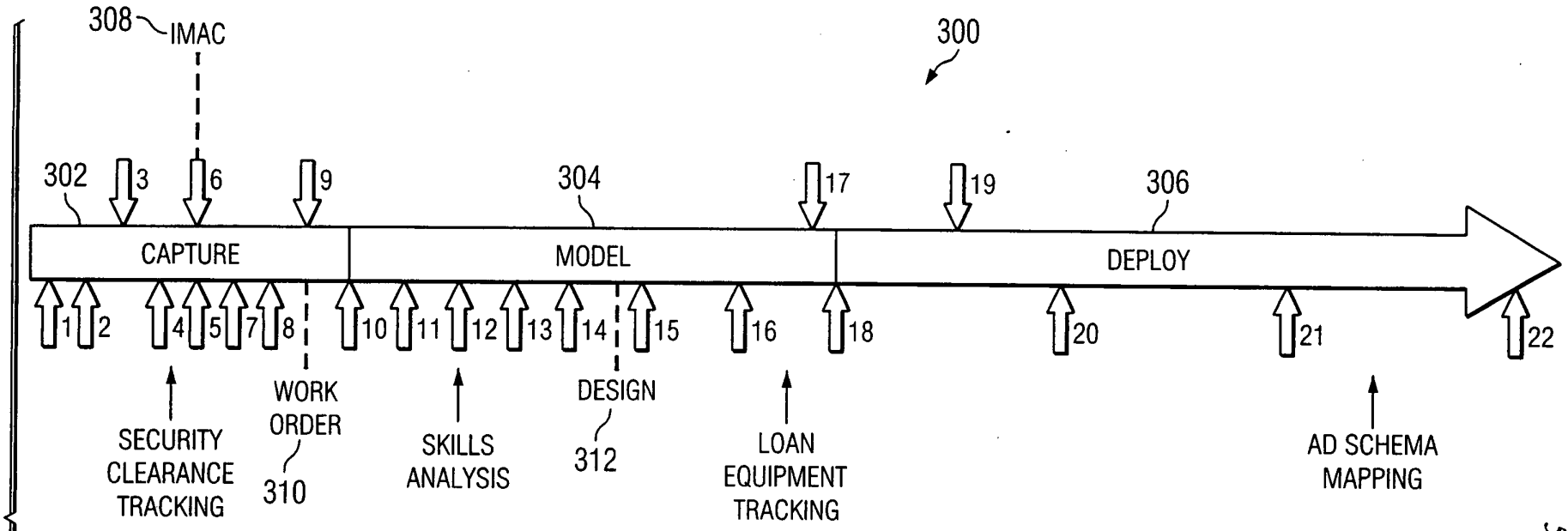
VIII. TOPOLOGY
- A. BUSINESS RULES
- B. BUILD KEYS
- C. DNS NAMES
- D. IP ADDRESSES

IX. WORKFLOW
- A. SERVICE MANAGEMENT
  - i. INCIDENTS
  - ii. ESCALATIONS
  - iii. PERSONAL FOLLOW-UPS
  - iv. TEAM FOLLOW-UPS
  - v. SERVICE PROVIDERS
    - a. CONTRACTS
    - b. SERVICE LEVEL AGREEMENTS (SLAs)
- B. WORK HANDLING
  - i. DROP SHEETS
  - ii. LOW LEVEL CONFIGURATION
  - iii. USER ACCEPTANCE TESTING

FIG. 3

FIG. 5


START
200
RECEIVE CHANGE IMPACT REQUEST
202
CREATE WORKFLOW FOR CHANGE IMPACT REQUEST
204
ESCALATE INCIDENT
206
ASSIGN INCIDENT TO SCHEDULE
208
ASSIGN CHANGE IMPACT REQUEST TO TEAM
210
VALIDATE CHANGE IMPACT REQUEST?
YES
NO
212
NOTIFY THAT CHANGE IMPACT REQUEST DENIED
214
APPLY BUSINESS RULES
216
REQUESTED PRODUCTS OR SERVICES IN STOCK?
YES
NO
218
FACILITATE ORDERING OF PRODUCTS OR SERVICES
220
INITIATE BATCHING PROCESS
222
ENUMERATE BILL OF MATERIALS
224
INITIATE OUTSTANDING REQUIREMENTS REVIEW PROCESS
226
CHECK SCHEDULE
228
INITIATE GOODS-IN PROCESS
230
INITIATE AUTOMATIC STOCK ALLOCATION PROCESS
232
GENERATE DROP SHEETS
234
PRODUCTS OR SERVICES DEPLOYED CORRECT?
NO
238
GENERATE ADDITIONAL ELEMENTS RELATING TO WORKFLOW
YES
236
CLOSE WORKFLOW
END



1. CLAM INSTALLED
2. PRIMEVAL DATA LOADED
3. ASSET/SERVICE REGISTRATION
4. BUSINESS RULES ENTERED
5. SOLUTION MAPPING
6. CHANGE REQUEST
7. WORKFLOW CREATED
8. SERVICE MANAGER REVIEWS (SLA) VALIDATES AND SCHEDULES (IMAC/ROLLOUT)
9. CHANGE REQUEST APPROVAL
10. APPROVE CHANGES. IF ANY CHANGE REJECTED, RESTART AT CHANGE APPROVAL
11. APPLY DESIGN RULES
12. STOCK CHECKED
13. BILL OF MATERIALS BATCHED PER BUILDING/VENDOR
14. LOW LEVEL CONFIGURATION PRODUCED
15. EQUIPMENT ORDER REQUIREMENTS
16. GPS DATA LOCATE RESOURCES
17. DELIVERY (GOODS-IN)
18. DROP SHEETS PRODUCED
19. INSTALLATION AND USER ACCEPTANCE TESTING (UAT)
20. ASSETS RECORDED. CHANGE REQUEST CLOSED
21. MOP-UP ACTIVITIES (FOLLOW UPS)
22. LDAP DATA INTERCHANGE FORMAT (LDIF)/LIGHT WEIGHT DIRECTORY ACCESS PROTOCOL (LDAP) EXPORT

FIG. 6

Attorney's Docket: 014208.1635 (70-03-002)
For: Managing Information Technology (IT) Infrastructure of an Enterprise Using a Centralized Logistics and Management (CLAM) Tool
By: Robert F. Sheppard